Annual Work Plan FY2003

Provide for the Public Enjoyment and Visitor Experience of Parks

(IIa1) Visitor Satisfaction

Park Long-term Goal: By September 30, 2005, 95% of park visitors are satisfied with appropriate park facilities, services, and recreational opportunities.								Target Year: 2005
Park Annual Goal:	22 050/ of monty visitors are so	tiafiad with an		moult fooil	itiaa aamria	and magnetics	1	
By September 30, 200	3, 95% of park visitors are sa	tistied with ap	ppropriate	park facil	ities, servic	ees, and recreation	nai opportunitie	·S.
Performance target this FY: 95%	Indicator: Visitor satisfaction	Baseline r		visitors			ed Unit of m % of visi satisfied	
Work Plan: Product/Service/Activity		Ι	Division	Responsible		Funding Source (opt)	Dollars (opt)	FTE (opt)
Provide visitor centers, exhibits, park brochure, ranger programs, and learning opportunities to park visitors			NTERP	Tweed				
Provide and maintain restrooms.			MAINT	Ruesch				
Provide and maintain walkways, trails and roads			MAINT	Ruesch				
Provide and maintain campgrounds & picnic areas			MAINT	Ruesch				
Provide suitable opportunities for recreation			4 11	Fauth				
Implement the Stock Use & Meadow Monitoring Plan (SUMMP).			ONR/ F&VM	Haultain/ Fauth				
Provide suitable commercial visitor services			CONCS	Williams				
Provide Ranger patrol			F&VM	Fauth/Shilling/ Grediagin				
Issue trailhead information & permits		F	F&VM	Fauth/S Grediag	hilling			
TOTAL COST / FTE	E (From FY2003 PMDS)						\$11,573,000	204

Annual Work Plan FY2003

Provide for the Public Enjoyment and Visitor Experience of Parks

(IIa2) Visitor Safety

Park Long-term Goal: By September 30, 2005 the number of visitor accidents/incidents is reduced from the FY92 – FY96 five-year average of 85 to 76 (11% reduction).								Target Year: 2005
Park Annual Goal: By September 30, 200 reduction).	3, the number of visitor acci	dents/incide	nts is reduce	d from the	e FY92 – F	Y96 five-year average	e of 85 to 79	(9%
Performance target this FY: 79	Indicator: Visitor accidents, incidents		ine number: 85 Desired condition: Reduced s in base year: 85		Unit of measure: # of accident & incident			
Work Plan: Product/Service/Activity			Division	Respon	sible	Funding Source (opt)	Dollars (opt)	FTE (opt)
Maintain radios and p	hones		MAINT	Purvis			(-1)	(-1)
Manage Aviation Prog			F&VP	Kaage	Kaage			
Provide emergency response (SAR, EMS, and Structural Fire)			F&VP	Kaage/ Shilling Grediag				
TOTAL COST/FTE	(From FY2003 PMDS)						\$414,000	13.9

Annual Work Plan FY2003

Provide for the Public Enjoyment and Visitor Experience of Parks

(IIb1) Visitor Understanding and Appreciation

Park Long-term Goal: By September 30, 2005, 95% of visitors will understand significance of parks								Target Year: 2005
Park Annual Goal: By September 30, 200	3, 95% of visitors will unde	erstand and a	ppreciate the	significa	nce of the	parks they are visiting	N/A	
Performance target this FY: 95%	Indicator: Visitor response					Desired condition: Identification of significance		easure: or who
Work Plan: Product/Service/Activity			Division	_		Funding Source (opt)	Dollars (opt)	FTE (opt)
9	nut significance of SEKI the enter exhibits, waysides, inducted activities	_	INTERP	Tweed		ONPS		
TOTAL COST/FTE	(From FV2003 PMDS)						\$591,000	10.

Annual Work Plan FY2003

Provide for the Public Enjoyment and Visitor Experience of Parks

(IIb1X) Student Understanding and Appreciation

	, (park-determined percentage) nderstand America's cultural a							
Park Long-term Goal: By September 30, 2005, 80% of 4,000 students participating in NPS formal education programs understand America's cultural and natural heritage as preserved by the National Park Service and its programs.								Target Year: 2005
	3, 80% of 2,500 students partici served by the National Park Se				n programs u	nderstand America	's cultural ar	nd
Performance target this FY: 80%	Indicator: Student understanding rates as reported by post-visit questionnaires completed by teachers	Status in base year: N/A e		Desired condition: Students participating in formal education programs who understand significance of national		Unit of measure: % of students what get it		
Work Plan: Product/S	Service/Activity		Division	Respon	sible	Funding Source (opt)	Dollars (opt)	FTE (opt)
	ion programs which emphasize o student groups visiting parks		INTERP	Session	ns			
TOTAL COST / FTE	(From FY2003 PMDS)						\$75,000	1.0